



# UNTIL EVERYONE HAS A PLACE TO CALL HOME

  
communityshelterboard

Until everyone has a place to call home

**Annual Report  
FY2022**

# Who we are

**Community Shelter Board leads a coordinated, community effort to make sure everyone has a place to call home. We bring together 20 agencies across the community to work together as a cohesive system for change, driving effective strategy and productive collaboration to respond to homelessness in Columbus and Franklin County.**

Over the past year, we continued to lead a system-wide approach to the COVID-19 pandemic to prevent the spread of the virus among people experiencing homelessness. Our homelessness prevention and re-housing system is impacted significantly by the deepening affordable housing crisis. Despite more people needing services than ever before and the rising cost of housing, our programs continue to get people off the streets, keep them safe in shelter, and rehouse them. And we continue to develop and implement creative and innovative strategies to mitigate the realities of a very difficult housing environment. A few examples of what's ahead:

- Trained crisis prevention specialists placed in every shelter and permanent supportive housing location to better address mental health and crisis needs among people facing homelessness.
- Continued expansion of a robust, systems approach to preventing homelessness through the Homelessness Prevention Network.
- Continued growth of the Home4Good program to recruit and retain landlord partners to increase access to market rate housing for people facing homelessness.

Community Shelter Board's model has stood the test of time for more than 35 years and is recognized nationally. We have consistently innovated our model over time to solve emerging challenges.

Through thoughtful partnership and collaborative problem solving, CSB optimizes the homeless system to maximize effective and efficient use of funds and achieve the highest and best possible impact for men, women, and children facing homelessness – until everyone has a place to call home.



# By the numbers

July 1, 2021 – June 30, 2022

Data source: CSB System & Program Indicator Report for FY2022

## RESPONDING TO THE COVID PANDEMIC

435 people received shelter and medical care at the shelter for isolation and quarantine.

## RAPID RESOLUTION

1,586 families on the brink of homelessness who called the homeless hotline were helped to rapidly resolve their crisis and did not become homeless.

## PREVENTION

1,323 families, expectant mothers, and veterans facing homelessness were served by prevention programs. We were able to prevent 91% from becoming homeless by keeping them stably housed.

## STREET OUTREACH

200 people were engaged by street outreach teams to work toward safe shelter and housing.

## RAPID RE-HOUSING

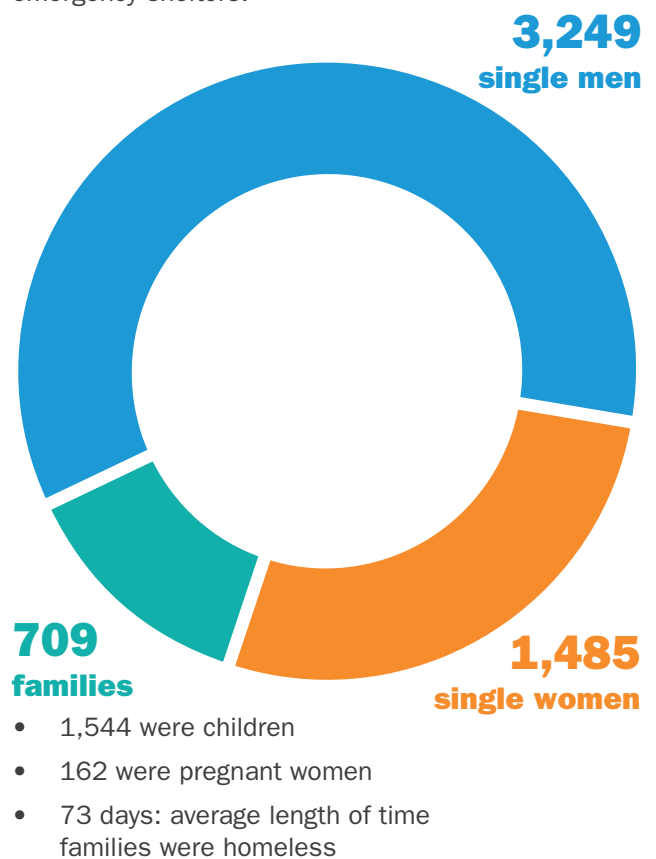
760 households in shelter were re-housed and stabilized.

## SUPPORTIVE HOUSING

Nearly 2,300 households that experienced long-term homelessness and disabilities were housed in specialized, supportive housing.

## SHELTER

More than 7,200 people were kept safe in emergency shelters.



# The value of a collective impact model

You know us as the agency that leads the response to homelessness in Columbus and Franklin County. The one that brings together 20 agencies across the community to work together as a cohesive system for change. The agency that blends time-tested strategies with newly designed programs to meet evolving challenges and best address the needs of the most vulnerable people in our community.

But there's so much more to Community Shelter Board. You may not know all we do behind the scenes to ensure an effective and efficient system of care for people facing homelessness. Here are a few examples of what we've done, just in the last year, to make sure everyone has a place to call home.

**48** new landlords recruited,  
for a total of 659

so people facing homelessness  
can be re-housed quickly

**704** housing inspections  
completed

to ensure people have a safe &  
decent place to call home

**4** days average  
to complete housing inspections  
& speed exits from shelter

**1,000** payments to landlords  
for rent & utilities to end people's  
homelessness & keep them stable

**163** different funding  
sources managed  
many with different sets of  
requirements, fiscal years, contract  
periods, & spending limitations

**\$1.7M** repurposed &  
maximized  
to be most responsive to need

**\$3M** raised from the  
private sector

**1,350** data points  
monitored & analyzed  
to ensure our partners are  
achieving excellent results

**145** standards monitored  
& certified  
to ensure the most safe,  
effective, & high-quality care  
for people in need

**80** individual programs  
evaluated  
to make sure they are effective &  
meaningful to those they serve &  
the broader community

**380** data reports produced  
to inform data-driven decisions &  
meet funder requirements

# Tannadia's story

**Life circumstances and misplaced trust left Tannadia in a difficult situation. She was in a bad relationship that ultimately left her with nowhere to live.**



Tannadia had an image in her mind of what seeking help at a shelter would be like. What she found at Faith Mission, a shelter for women in Community Shelter Board's network, was drastically different.

"I felt a lot of love and I felt like it was going to be alright."

Much of that love and support came from her case manager, Roz. Roz's primary goal is to help her clients find affordable, stable housing.

"The women who are my clients, we form a team. And on that team, we work together to figure out and alleviate whatever their housing barriers are." Whether it's employment, health care, or transportation, case managers work to help people end their homelessness and find a place to call home as quickly as possible.

Tannadia was more than ready to reap the rewards of her hard work. After settling into her own apartment with a plan for her bright future, the thing she most enjoyed doing first was making a home-cooked meal.



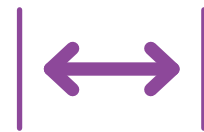
# Preventing homelessness before it happens



**lack of  
affordable housing**



**lagging wages**



**gaps in access to  
emergency financial  
assistance**

Innovation is core to Community Shelter Board's leadership, using best practices and new initiatives to achieve the best outcomes possible for people facing homelessness.

CSB is leading implementation of a robust, systems approach to preventing homelessness through the new Homelessness Prevention Network. Thanks to Nationwide Foundation's incredible lead investment and support from Battelle, Cardinal Health, Franklin County, and the Jeffrey family, Community Shelter Board launched this innovative three-year pilot project in 2020. This is a one-of-a-kind effort in the United States providing a comprehensive approach to reduce demand on homeless shelters by connecting community partners and resources to stabilize more families facing homelessness.

The HPN meets families where they are, expanding the locations where families and expectant mothers at imminent risk of homelessness can be identified and supported before they need emergency shelter. HPN partners use a standardized screening protocol to identify high-risk families and immediately offer them problem-solving assistance focused on housing.

Out of 770 families served during the first year of the pilot program, only 36 entered shelter. ***That means less than 5% of families served actually became homeless – an incredible result.***

As more low-income families struggle to afford the increasing costs of housing, food, and other basic needs, the support and resources they receive through our prevention programs are evermore essential to help them regain housing stability and avoid the negative impacts of experiencing homelessness.

# Founder Awards



**Community Shelter Board is proud to honor incredible people and organizations who have come together during a year like no other to work on behalf of people without a place to call home.**



THE CITY OF  
**COLUMBUS**  
CITY COUNCIL

**Columbus City Council President Shannon Hardin** was recognized with CSB’s 2022 Mel Schottenstein Leadership Award. Council President Hardin has demonstrated unwavering, enthusiastic support for solutions to homelessness since being appointed to Council in 2014.

Council President Hardin championed \$4.9M in seed funding to help CSB place crisis prevention specialists in every shelter and supportive housing location, in response to a dramatic increase in crisis situations. The COVID-19 pandemic accelerated already underlying challenges with mental health crises, suicide attempts, and drug overdoses among people facing homelessness.

This annual award honors deep and far-reaching commitment to people facing homelessness, in memory of Melvin Schottenstein’s legacy as a founder of Community Shelter Board.





**Bo Chilton and IMPACT Community Action** were recognized with CSB’s 2022 Nancy Jeffrey Advocate Award. As one of the leading human service organizations fighting poverty in Franklin County, IMPACT made a historic mark to help renters access emergency rental assistance during the COVID-19 pandemic. They served over 25,000 households and distributed \$70M dollars to Columbus neighborhoods during the pandemic, preventing homelessness and preserving the safety net of shelters for those with no other options. IMPACT is on the frontline of the war on poverty and is dedicated to fighting poverty by providing hope-inspiring help and real opportunities for self-sufficiency.



This annual award honors Nancy Jeffrey’s tireless activism on behalf of vulnerable people in our community, especially the efforts of professionals working directly with and for people facing homelessness.

**Fred Rieser and Jordan’s Crossing Resource Center** were recognized with CSB’s 2022 Bob Lazarus Unsung Hero Award. A family-powered effort, Jordan’s Crossing is a unique source of triage support for people facing homelessness – providing meals, clothing, access to health services, jobs, transportation, and more. They increased their feeding efforts significantly during the pandemic and have grown their programs in response to increased need. In a typical month, Jordan’s Crossing provides 20,000 hot meals, refers 37 people to detox and treatment programs, and serves 12,000 people through a choice pantry program.



Community Shelter Board honors quiet and steadfast work in the trenches with its Unsung Hero Award. This annual award honors Robert Lazarus’ lifetime of humble and steady leadership, highlighting the efforts of community members working directly with and for people facing homelessness.



# FY2022

Managing resources to best support a place to call home

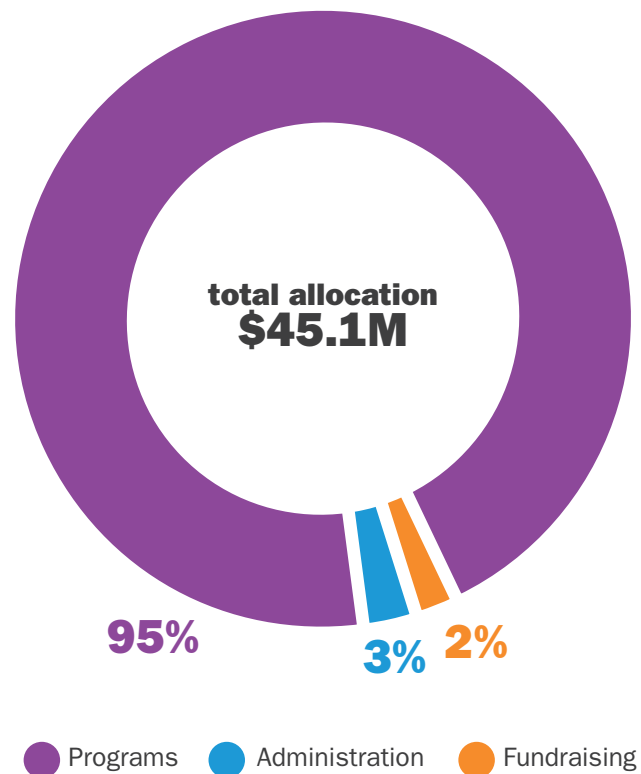
We keep operating costs low so the majority of resources go to programs focused on solutions for people facing homelessness.

## USES

<b>Programs</b>	<b>95%</b>	<b>\$42,818,952</b>
<b>Administration</b>	<b>3%</b>	<b>\$1,413,663</b>
<b>Fundraising</b>	<b>2%</b>	<b>\$942,017</b>
		<b>\$45,174,632</b>

Community Shelter Board is a responsible steward of the public's dollars, spending 95% of our budget on programs for people facing homelessness.

For the FY2022 Form 990, visit [www.csb.org](http://www.csb.org). For a copy of the full audited financial statements, contact Community Shelter Board at [info@csb.org](mailto:info@csb.org).

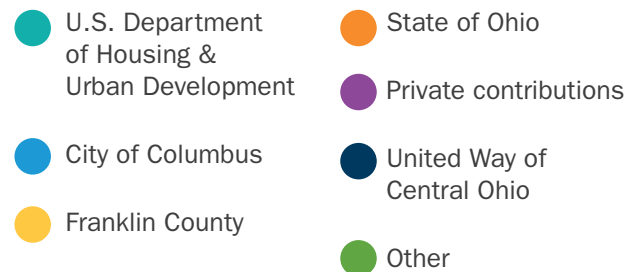
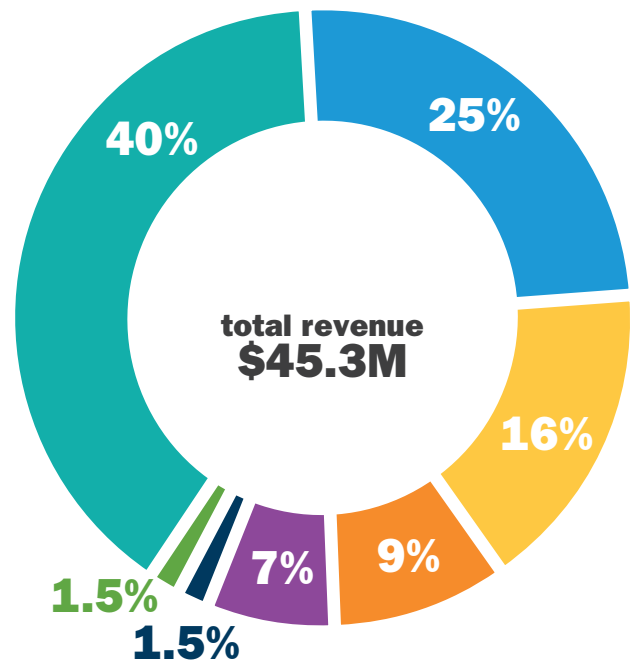


## Community Shelter Board Revenue for FY2022

### SOURCES

<b>U.S. Department of Housing &amp; Urban Development</b>	<b>\$18,002,549</b>
<b>City of Columbus</b>	<b>\$11,279,269</b>
<b>Franklin County</b>	<b>\$7,415,098</b>
<b>State of Ohio</b>	<b>\$4,069,345</b>
<b>Private contributions</b>	<b>\$3,045,644</b>
<b>United Way of Central Ohio</b>	<b>\$735,000</b>
<b>Other</b>	<b>\$748,551</b>
	<b>\$45,295,456</b>

<b>Total net assets at end of fiscal year</b>	<b>\$17,195,807</b>
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# Collective impact

## BOARD OF TRUSTEES

Barbara Benham, *Huntington Bancshares Incorporated*

Jon Cardi – Vice Chair, *Safelite AutoGlass*

Susan Carroll-Boser – Chair, *White Castle*

Amy Dawson – Past Chair, *Fahlgren Mortine*

Sonya Higginbotham, *Worthington Industries, Inc.*

Erik Janas, *Franklin County Board of Commissioners*

Andy Keller, *community volunteer*

Kittrella Mikell, *KPMG*

Timothy Miller – Treasurer, *Crane Group Co.*

Sheila Prillerman, *retired veteran and  
homeless advocate*

Renee Shumate – Vice Chair, *American Electric Power*

Stephen Smith, *Bath & Body Works*

Élise Spriggs, *State Auto Insurance Companies*

Michael Stevens, *City of Columbus*

Sherrice Thomas – Secretary, *Columbus Chamber*

Jonathan Welty, *Ohio Capital Corporation for Housing*

Nathan Wymer, *Nationwide*

## Hallmark Investors July 1, 2021 - June 30, 2022

### \$5,000,000+

City of Columbus

Franklin County Board of Commissioners

U.S. Department of Housing and Urban Development

### \$500,000 - \$4,999,999

Nationwide and Nationwide Foundation

Ohio Department of Development

United Way of Central Ohio

## Giving Hall of Fame

Anonymous Family

Anonymous Family

Anonymous Family

Charlotte and Richard Witkind Fund and Family

The Crane Family

The Nancy and Tad Jeffrey Family

Mary Lazarus and Family

K.C. and Justin McAllister

Nacht Hilbrands Rackoff Families Fund

Mary Anne Orcutt and Stuart Knecht

Lenore Schottenstein and Family

Barbara and Al Siemer

Jane and Tim Stehle

Patti and Steve Steinour

**Major Investors July 1, 2021 - June 30, 2022**

**\$250,000-\$499,999**

American Electric Power Foundation  
Coalition on Homelessness and Housing in Ohio  
Franklin County Children Services  
Jameson Crane

**\$100,000-\$249,999**

Bath & Body Works Foundation  
Battelle  
Elevance Health Foundation  
Ohio Department of Job and Family Services  
Ohio Housing Finance Agency  
Siemer Family Foundation  
Worthington Industries

**\$50,000-\$99,999**

American Honda Motor Co., Inc.  
Bread Financial  
Cardinal Health Foundation  
The Huntington National Bank  
Ice Miller LLP  
The Jeffrey Company  
State Auto Insurance Companies

**\$25,000-\$49,999**

Big Lots Foundation  
Columbia Gas of Ohio  
Columbus Blue Jackets Foundation  
The Columbus Foundation  
Columbus Radio Group  
Fifth Third  
Ingram-White Castle Foundation  
Kroger  
Mary Lazarus  
Lument  
Marker, Inc.  
MolinaCares Foundation  
WCMH TV - NBC4

Ohio Capital Corporation for Housing  
Mary Anne Orcutt and Stuart Knecht  
PNC and PNC Foundation  
The Reinberger Foundation

**\$10,000-\$24,999**

Accenture  
Anonymous Family  
Anonymous Family  
George Barrett  
Central Ohio Primary Care Physicians Foundation  
Crane Group  
Robert C. Echele Charitable Fund I  
Encova Foundation of Ohio  
Walter and Marian English Fund  
Bob Fine  
Fortner  
Giant Eagle  
The Harry C. Moores Foundation  
IGS Energy  
KeyBank  
The Nancy and Tad Jeffrey Family  
The Jerome M. Kobacker Foundation  
T. Marzetti Company  
M/I Homes Foundation  
Jamie Crane & Tim Miller  
Murphey Family Fund  
Deborah Neimeth  
JPMorgan Chase & Co.  
Safelite AutoGlass  
Lori Schottenstein Foundation  
Patti and Steve Steinour  
Kara Trott & Bob Philips with Quantum Health  
U.S. Bank  
Wells Fargo

# Partner agencies

**Our incredibly capable partners are delivering essential services and working for change until everyone has a place to call home.**







Until everyone has **a place to call home**

“We first learned of Community Shelter Board from our daughter-in-law when we served a couple of meals together at a shelter. We later took a tour and learned about the comprehensive programs including prevention, and the centralization by CSB that was making services for people facing homelessness more effective and efficient. It made a big impression on us and we were compelled to make a personal commitment to support this organization in a big way. We have continued to see more programs develop and are happy to continue our support on an annual basis, both to the operating fund, and the endowment fund, to assure long term viability for Community Shelter Board.”

— Mary Anne Orcutt & Stuart Knecht

*Include Community Shelter Board in your charitable giving plan.  
Contact Katie Ocasio to learn more.*

kocasio@csb.org • 614-715-2524





**#placetocallhome**

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